



## Outline of Navigator Report

November 5 2012

1. Executive Summary
2. Navigator Program
  - a. Stakeholder Engagement
    - i. Interview Findings (GMMB and Wakely)
    - ii. Navigator Technical Advisory Committee
    - iii. Other Stakeholder Engagement Activities
  - b. Vision and Goals of Program
    - i. Exchange Vision and Goals
    - ii. Guiding Principles (as developed by Navigator TAC)
    - iii.
  - c. Defining the Role of the Navigator
    - i. Duties and responsibilities
    - ii. In-Person Assistance
    - iii. Core Competencies & Training Topics (to be provided by WA HPF) Training and Certification
      1. Training Approach
      2. Certification
      3. Timeline
  - d. Program Metrics/Critical Success Factors
    - i. For Navigator Representatives
    - ii. For Navigator Organizations
    - iii. For Navigator Program
  - e. Interaction with Medicaid
  - f. Interaction with Call Center/Customer Service Operations
  - g. Interaction with Brokers
  - h. Interaction with SHOP
  - i. Added Considerations
    - i. American Indians and Native Alaskans
3. Assessment of Likely Exchange-Eligible Population
  - a. Key Target Audience (who; where and how many)
  - b. Estimate of Population Likely Needing Navigator Assistance (Range)
4. Navigator Network

- a. Approach: Partnership Model (Lead Agency for Each County/Other Region)
    - i. Rationale
    - ii. Qualifications/Selection Criteria
    - iii. Lead Agency Responsibilities
  - b. Request for Proposal (RFP) Process
    - i. Navigator Organization Qualifications/Criteria
    - ii. Analysis of Responding Agencies
    - iii. Final Selection Process
    - iv. Funding Allocation Model
  - c. Program Administration
    - i. Reporting to Exchange Leadership
    - ii. Exchange Staff Structure
- 5. Navigator Entities
  - a. Maximizing Existing Resources
  - b. Selection Process Employed by Lead Agencies
  - c. Outreach Planning
  - d. Compilation of Entities Selected by Each Lead Agency
  - e. Assessment of Resulting Navigator Network in Each County/Region
  - f. Compensation
- 6. Financing the Navigator Program
  - a. Approach to Estimating Reasonable Funding Levels
  - b. Funding Options
  - c. Compensation Options
- 7. Implementation Timeline